

*Vickie J. McCree, As Personal Representative of the Estate of Ariane L. McCree vs. City of Chester; Nicholas A. Harris, in his individual capacity; Justin M. Baker, in his individual capacity; Walmart Inc.; and Wal-Mart Stores East, L.P.*  
Civil Action No. 0:20-CV-00867-JFA-PJG

**Exhibit 6 (Three-year complaints marked  
CONFIDENTIAL) to Plaintiff's Memoranda in Opposition  
to Walmart's Motion to Exclude and/or Limit Testimony  
from Dr. Roy Taylor and William J. Birks (ECF Nos. 152 &  
153)**

Incident ID	Reference #	Date Created	Date Last Updated	Contact first name	Last Name	Country Code	State	City	Store	Subject	Text	Area	Product Level 2	Issue	Issue Type	Queue	Status
87920405	191004-043643	10/04/2019 03:15 PM	12/26/2019 10:58 AM	REDACTED	REDACTED	US	SC	CHESTER	1603	Receipt Checked When Exiting Store Complaints	Customer was calling on behalf of receipt checks on the way out. The door greeters don't greet customers on the way in, but they only care about them on the way out when they have purchased merchandise. Many of her friends feel the same way about this problem. Sent To Store Call Back Insisted REDACTED Bnbp	Customer Relations	Store Experiences	Asset Protection	Receipt Checked When Exiting Store Complaints	CSR - Customer Relations	CSR - Closed
5984172	170822-013601	08/22/2017 05:10 PM	08/23/2017 09:12 AM	REDACTED	REDACTED	US	SC	CHESTER	1603	Customer Fee's Wrongly Accused	Comment regarding policy of Walmart with alarms going off when customers exit the store. Caller does not like being treated like a thief. He equates it to being frisked. REDACTED has had his merchandise rifled at the exit door on repeated occasions. He has now boycotted Walmart. He was verbally abusive and then hung up.	Customer Relations	No Value	Asset Protection	Customer Feels Wrongly Accused	CSR - Voice	Closed
8016870	180216-010614	02/16/2018 05:03 PM	02/16/2018 08:30 PM	REDACTED	REDACTED	US	SC	CHESTER	1603	Store Experience Dislikes Receipt Being Checked Upon Exiting Store	The very first time I experience Walmart was after I had returned from Europe and was shopping with my wife and daughter. This was in Clarksville Tennessee in 1987. Since that time I have shopped at several locations throughout Tennessee North Carolina and South Carolina. But I have to tell you I may never go back to your store in Chester South Carolina. I am a older white male single father who spends hundreds of dollars weekly with your store but I am very upset about being treated like a criminal. I have never complained about pricing and normally buy more than I need. However when I go to leave I am stopped and asked for my receipt. On several occasions I have asked did I do something wrong or did I steal anything. The typical answer is no but there are items that I've purchased that are not in a bag. Royal Oak charcoal 24 pack of Icehouse beer. Gain laundry soap in the box. You have no bags for these size containers. Look I understand that if I'm coming from the stereo or TV department with a large item that's one thing. By the way yes I have purchased several TVs from Walmart as well as other items. Please tell me what I can do to avoid this in the future. I have spent over 18 years in the US Army and I am a former law enforcement officer in North Carolina as well as a former Loss Prevention Auditor. I'm not asking for anything special I just don't want to be Unlawfully Detained against my wishes. If I have stolen something contact LP or law enforcement. This is why I do not shop at Sam's Club. ----- Dear REDACTED  Thank you for sharing your concerns with us. In addition to providing a warm greeting and assisting customers our Hosts are located at exits to check receipts when appropriate (i.e. unbagged large items such as TVs computers furniture power equipment etc.)  We strive to have customer service that is first class and part of saving our customers money through our Everyday Low Prices maintaining efficient business practices.	Customer Relations	No Value	Asset Protection	Receipt Checked When Exiting Store Complaints	Customer Relations	Closed
											If you feel you have any issues with this at your local branch please reach out to a salaried member of management at that location for a possible resolution.  Thank you Walmart Customer Relations ----- So what you are saying this is okay and it's okay to unlawfully detain paying customers at the door and you really do give a crap because this is your corporation's response.  Simple question I have spent thousands of dollars at Walmart and your response is typical of your normal HR department.  The question is simple do I need to go somewhere else to spend my hard earned money. I really have enjoyed Walmart over the last decade or so however your response is not specific nor does it address why I am being treated like a criminal. ----- Dear REDACTED  Thank you for contacting Walmart customer relations where we are always happy to help.  As REDACTED had advised you in his earlier correspondence large unbagged items may prompt the host to ask to view your sales receipt.  This procedure is in no way an attempt to illegally detain you against your will and you are not legally required to show your receipt to the host.						
											If you have any further questions or comments please feel free to contact us.  Sincerely Walmart customer relations						

9785040	180723-015511	07/23/2018 07:21 PM	07/28/2018 08:37 AM	REDACTED	REDACTED	US	SC	CHESTER	1603	Store Security/Theft Issues	<p>I just witnessed the most inhumane thing ever. A young black pregnant girl was arrested in front of her 3 year old son because she forgot to pay for a plum she had eaten. I offered to pay. But I was told by the officer that management wanted to press charges. REALLY! I shop at Walmart almost daily. During many of my visits I've witnessed mothers feed their children chips, drinks and fruit prior to reaching the cash register and no one called the police on them.</p> <p>I am truly disappointed with store 1607 and the manager who made the decision to call police and press charges. I wonder if I should post this on Facebook and ask my 4,000 friends what they think?</p> <p>-----</p> <p>Hi REDACTED</p> <p>Your satisfaction is our top priority and your comments have been forwarded to the appropriate area for resolution. You should hear something within a few business days.</p> <p>Thank you for contacting Walmart where we are always happy to help!</p> <p>-----</p> <p>Call back required</p> <p>-----</p> <p>WMAMP called to explain that management did not call the police. Walmart did not press charges against the person mentioned in the email. He apologized to the customer about the situation and what she witnessed. He apologized to the customer and was glad she reached out to us. Also ensuring that the situation was handled and that the company wants her and all customers to be able to shop comfortably without incident. She thanked him for the follow up.</p> <p>-----</p>	Customer Relations	Store Experiences	Asset Protection	Store Security/Theft Issues	Customer Relations	Closed
											<p>180727-003790</p> <p>I spoke with the customer about the situation today around 11:15am. Walmart didn't press charges against the woman mentioned in the email. Police report was obtained to verify. The customer explained to me about the situation and what she witnessed. I apologized to the customer about the situation and she was happy that I reached out to her. I ensured her that the situation was handled and that the company wants her and all of the customers to be able to shop comfortably without incident. She thanked me for the follow up.</p> <p>REDACTED</p>						